
Subject: KWIC Equipment Purchase, Warranty and Repair

Effective Date: May 1, 2010

Revised from: February 1, 2009

Policy: Equipment used for KWIC is purchased by the State Agency (SA) and sent to the Local Agency (LA) unless there are special circumstances and the LA has prior approval from the SA. If purchased by the LA it must be according to specifications established by the SA. (See Appendix 9, "KWIC Hardware Specifications" and Appendix 10, "KWIC Equipment Purchase or Replacement Questionnaire.") Equipment is maintained throughout the service life of each unit through the use of warranty service or local technical support. The LA should contact the SA lead contact assigned to your clinic for assistance in purchasing or replacing equipment, if needed. Note: For disposal of equipment (Refer to policy ADM: 02.03.07).

Procedure: The Kansas WIC program provides equipment to operate the KWIC system at the SA office and LA clinics from a number of companies. The brand names and models are carefully selected to provide reliable and consistent operation with minimal problems. Resolving problems when equipment fails can be a very daunting task. Listed below are suggested steps to problem resolution.

1. Call the KWIC Help Desk to determine whether or not the issue is related to the KWIC application instead of a hardware issue. If the problem is resolved but reoccurs later, act quickly to contact the Help Desk staff again.
2. Involve Local Technical Staff (county staff or contracted support) for help in determining the problem. Often local technical staff can:
 - Help to resolve problems with non-KWIC applications such as Microsoft Explorer, etc. and the local computer network.
 - Check some likely hardware problems that require someone to be onsite i.e. open the computer box and re-seat a loose network card, etc.
 - Confirm hardware as the problem.
3. If the KWIC Help Desk and local technical help (if available) are unable to resolve the issue then determine if the equipment is under warranty. Note: The warranty period begins the date the item was received. All warranties are on site next business day service unless otherwise indicated. If the equipment is under warranty, do the following:
 - Call the warranty number listed below. Before calling for warranty service, you will need the express service code (for Dell equipment) or the serial number on the equipment.
 - Have the person most familiar with the problem make the call.
 - Explain the steps already taken to diagnose the problem.
 - At the direction of the warranty staff, attempt any additional tests or adjustments that you feel comfortable with. DO NOT exceed your ability. Use local technical staff if the request is too complicated.

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- If the issue is resolved over the phone, double-check that everything is working before you hang up with the warranty technician. Write down the name of the person you spoke to. If the problem reoccurs, act quickly to contact the warranty staff again.

Type of Equipment	Warranty	Telephone #
Dell PC & Notebook	3 years	1-800-981-3355
Dell Wireless Router	1 year mail in	1-800-981-3355
ST9510 Printer (Source Technologies)	3 years	1-800-922-8501
ST9530Printer (Source Technologies)	3 years	1-800-922-8501
LS700 UPS (uninterruptible power supply)	2 year mail in	1-800-981-3355
Compaq ML350 Server	3 years	1-800-474-6836
Compaq ML330 Server	1 year	1-800-474-6836
HP Switch	Life of product	1-800-474-6836
HP Printer	1 year mail in	1-800-474-6836

4. If the equipment is not under warranty, determine if the product is repairable and, if so, if it is cost effective to repair. Some questions to ask to determine cost effectiveness are:

- Is the cause of the hardware problem obvious and inexpensive? For example, replacing a power supply is cheap if you have an in-house person to replace it.
- Are all costs related to diagnose and repair the equipment more than 20% of the replacement cost?
- Is the age of the equipment such that now is an appropriate time to replace?

5. If it is necessary to replace equipment go to Appendix 10, "KWIC Equipment Purchase or Replacement Questionnaire." Answer the questions to the best of your ability and send it via e-mail or US mail to the LA lead contact assigned to your clinic. Completing the questionnaire starts the official process to purchase equipment.